

REPORT TO THE BOARD OF MAYOR & ALDERMEN

DATE: August 17, 2026

FROM: Valesa Wells, Finance Director

SUBJECT: One-Year Renewal with Tyler Technologies for Software Maintenance and Support for Finance and Accounting Software Solutions

INTRODUCTION:

The purpose of this agenda item is to request Board approval for a one-year renewal of the software maintenance and support agreement for the Finance and Accounting Software Solutions provided by Tyler Technologies (formerly New World Systems). This critical software suite is integral to the Town of Collierville's day-to-day financial management operations. This one-year term is specifically designed to ensure uninterrupted support for our existing financial environment as the Town progresses with its strategic initiative to modernize to a comprehensive ERP solution.

BACKGROUND:

The Town of Collierville has relied on the Finance and Accounting Software Solutions from New World Systems for its financial management needs since August 26, 2015 original contract date. This software has consistently provided essential tools for managing the Town's financial operations, including General Ledger, Budget Management, Accounts Payable, and Revenue/Cash Receipting.

New World Systems was subsequently acquired by Tyler Technologies, which now provides the ongoing support and maintenance for these solutions. The current maintenance agreement ensures access to necessary software updates, technical support, and continued functionality.

DISCUSSION:

The existing Finance and Accounting Software Solutions are fundamental to the Town's daily financial activities. A seamless transition to a new ERP system requires careful planning and execution, and maintaining the stability and support of our current environment during this modernization phase is paramount.

This request is for a one-year renewal of the software maintenance agreement. This shorter term, as opposed to a multi-year commitment, aligns with the Town's strategic objective to transition to a new ERP solution. It provides the necessary continuity of support for the current system, mitigating risks associated with unsupported software, while allowing flexibility as the ERP modernization project advances. This approach ensures that the Town's financial operations remain robust and secure throughout the transition period.

BUDGET IMPACT:

The proposed one-year renewal amount is \$55,797.91. The FY 2027 approved budget includes a \$53,000 appropriation for this agreement. The Finance Department should be able to achieve cost savings in other areas to absorb this expenditure with requesting an additional appropriation. The agreement is attached as Exhibit A.

FY 2027

Fund	Dept.	Obj. Code	Description	Approved Line Item Budget	Previous Expenses	Proposed Expense	Balance	Budget Impact
110	41500	255	Software Maintenance	\$53,000.00	\$ 0.00	\$ 55,797.91	\$(2,797.91)	N/A

ATTACHMENTS:

[Exhibit A - Tyler New World Annual Maintenance Renewal Invoice.pdf](#)

PROPOSED MOTION:

To approve a one-year renewal payment to Tyler Technologies for software maintenance and support for the Town's Finance and Accounting Software Solutions.

Board Action: Motion By _____ Seconded By _____

Vote Total	Hall	Jordan	Robbins	Marshall	Stamps	Fraser
Yes						
No						
Abstain						